

**THE PRICE OF FREEDOM

IS VISIBLE HERE**

FY21 ANNUAL REPORT



VA

Boise VA
Medical Center

BOISE VA MEDICAL CENTER HEALTH CARE SYSTEM
BOISE · CALDWELL · TWIN FALLS · SALMON · MTN HOME · BURNS, OR

TO OUR STAKEHOLDERS

First and foremost, I want to thank you our employees for your heroic efforts. You were the reason why we thrived against great challenges. I thank you and your support systems, your families, for staying in the fight and ramping up your contributions and working long hours. Because of you, thousands of patients became healthy again. Because of you, we were able to help the Idaho health care systems address the tremendous strains as the state transitioned to crisis standards of care for over 3 months. This transition included our accepting non-Veteran patients from the community to fulfill our “4th Mission” to serve in time of national emergencies. You made a difference. You saved lives.

To you our Veterans we serve, I want to thank you for choosing your health care at the VA. You have more choices now and I want you to know we appreciate your patronage. We strive to make your every visit productive and helpful. We want you to enjoy a life of wellness. Last year we accomplished some great things to serve you better.

Boise had the highest patient satisfaction in Pacific Northwest at 89.5%.

Boise had the highest clinic utilization rates and lowest community care costs.

Boise hired and onboarded 374 employees last year. Boise achieved a 218% increase in Veteran Video Connect appointments.

Boise vaccinated over 80% of its employees and 50% of Veterans.

VA employees rated our hospital the best place to work above all VA hospitals.

Now is the time for us employed by the VA to commit to a new year and great service. The Boise VA Medical Center is unique and preferred over other sites of care because of you, our employees. Our attention to the one and our quality of care make us stand out. As we work down our backlogs and focus on a broader range of services,

please know your work is appreciated and valued.

I ask you to join me now in our quest to return to normal. Our fiscal year 2022 strategic plan outlined several initiatives to improve access and productivity to better serve our Veterans. Now is the time for us to expect, with our Veterans, more. This year we will improve the care we give to our Veterans by resuming, renewing, revitalizing, and moving forward.

David Wood

OUR EXECUTIVE LEADERSHIP TEAM



Director
David Wood, MHA,
FACHE



Chief of Staff
Andrew Wilper, MD,
MPH



Associate Director
Nate Stewart



Chief Nurse
Angelina Knesel,
MSN, RN, CNL

STRATEGIC PLAN



COVID-19 PANDEMIC RESPONSE

Continue to provide healthcare services and maintain maximum staffing levels to respond to the pandemic, while expanding virtual medical care and telehealth to minimize physical contact.

Provide specific protective measures such as targeted outreach to Veterans and staff, timely COVID-19 screening.

Provide “Fourth Mission” support for State Home, Idaho community members and support humanitarian cases throughout the country as directed by the Federal Emergency Management Agency (FEMA).

Provide sufficient personal protective equipment as we protect the VA workforce and consider the safety of their families.

Provide rapid hiring, on-boarding, delegations and training to meet staffing needs.

Adjust facilities operations as needed: universal screening at entrance, universal masking, optimization of telework, required social distancing and virtual meetings, visitation restrictions for children under 18, implement routine testing in high exposure areas, gym closure and canteen open to take out only.

Adjust clinical operations as needed: emphasize virtual care, perform invasive procedures in negative pressure rooms, implement CLC closure precautions, activate “shared space” plans for waiting room safety, ramp down elective procedures to urgent and emergent care and uptrain clinical personnel to fill other duties as required in surge plan.

RETURN OPERATIONS TO NORMALCY

Align Boise VAMC operations through the approved thresholds



for opening services. This will be achieved by analyzing our catchment area’s data-driven conditions for a downward trajectory of influenza-like illnesses and COVID-19-like syndromic cases reported in a 14-day period, downward trajectory of documented cases within a 14-day period or positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests), evidence local hospitals can treat all patients without crisis care, and evidence that a robust testing program is in place for at-risk healthcare workers including emerging antibody testing. Evidence of rebound must be provided satisfying gating criteria to progress from Phase 1 to 3.

Along with following thresholds, Boise will consider: (1) capacity to perform clinical procedures and services under a “new normal” for personal protection, (2) risks of expanding face-to-face services during an ongoing response effort, (3) continued capacity of expanded virtual care services, (4) surge capability to treat a localized COVID-19 outbreak while providing safe healthcare for Veterans, and (5) provider readiness in VHA’s Community Care network.

STRATEGIC COMMUNICATION

Provide constant communications to Veterans about COVID-19 response, changing services and alternative modalities.

Provide constant communications to service chiefs, supervisors and all staff through daily morning reports, daily COVID-19 incident command updates, bi-weekly town halls, COVID-19 status reports and real-time updates and information on SharePoint.

OUR SITES OF CARE

Boise VA Medical Center

500 W Fort St. Boise, ID 83702
(208) 422-1000

Canyon County CBOC

4521 Thomas Jefferson Dr. Caldwell, ID 83605
(208) 454-4820

Twin Falls CBOC

260 2nd Ave. East, Twin Falls, ID 83301
(208) 732-0959

Eastern Oregon Clinic

635 Highway 20 North Ste. 4 Hines, OR 97738
(541) 573-3339

Salmon Clinic

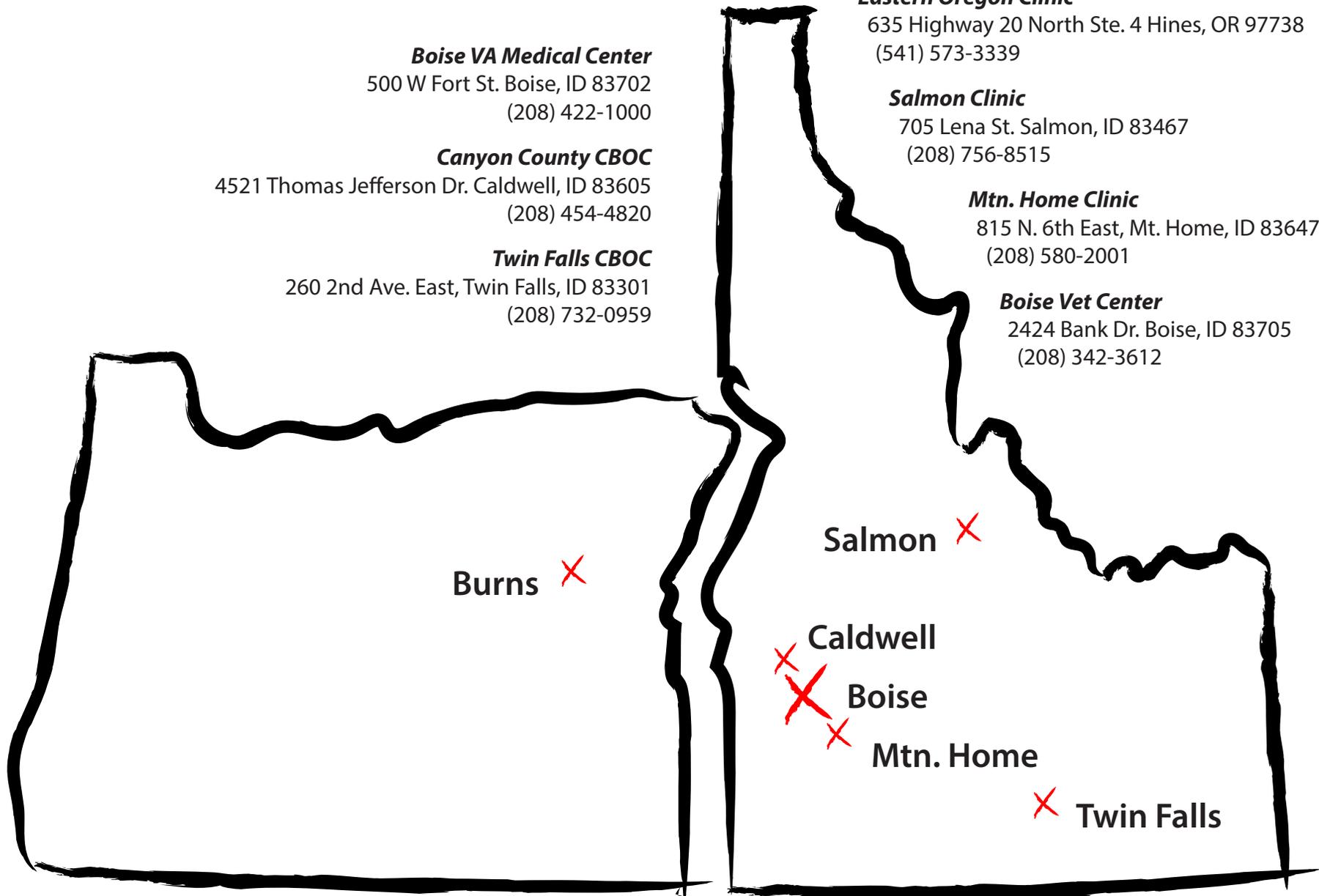
705 Lena St. Salmon, ID 83467
(208) 756-8515

Mtn. Home Clinic

815 N. 6th East, Mt. Home, ID 83647
(208) 580-2001

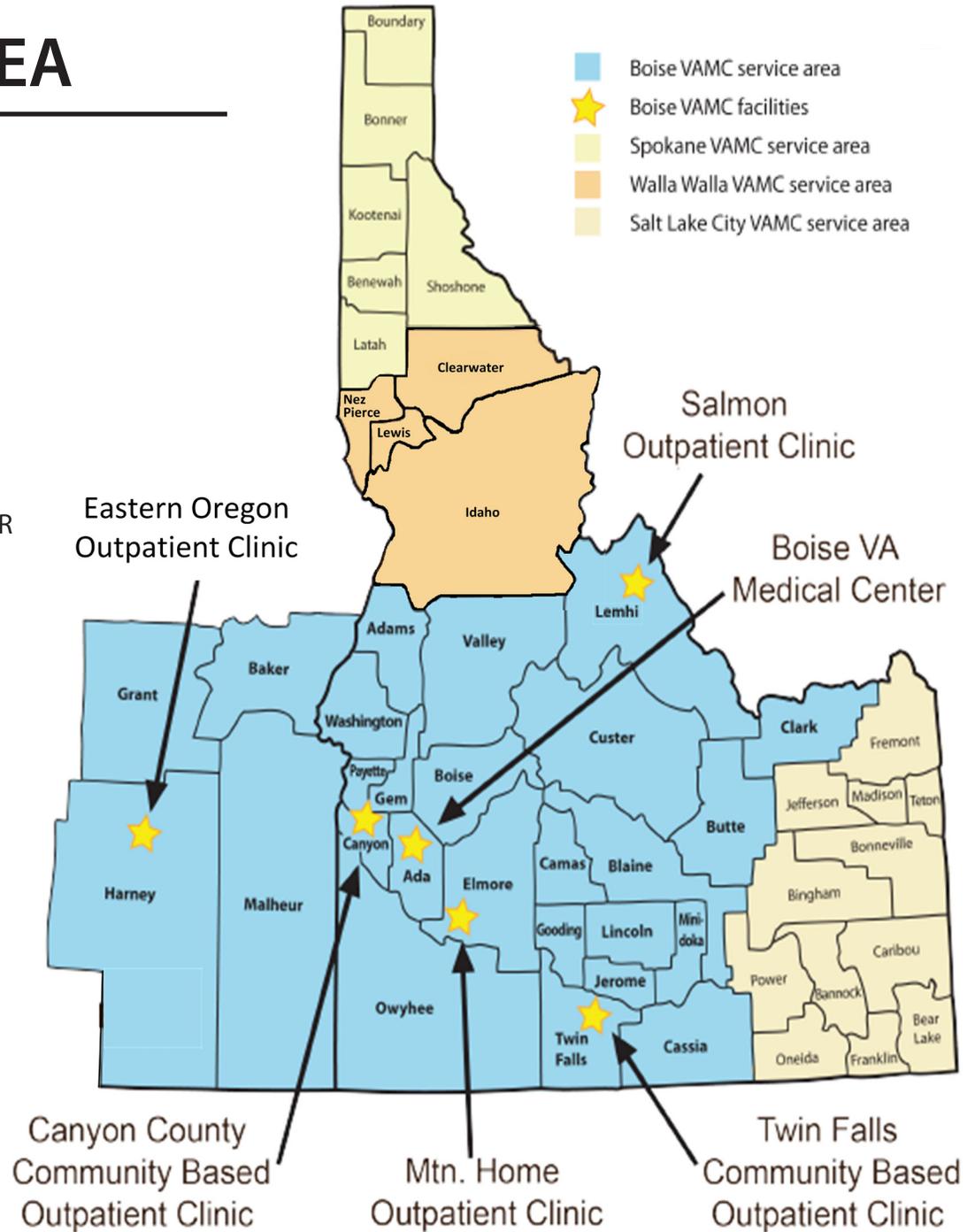
Boise Vet Center

2424 Bank Dr. Boise, ID 83705
(208) 342-3612



OUR CATCHMENT AREA

- SPOKANE VA MEDICAL CENTER
- WALLA WALLA VA MEDICAL CENTER
- BOISE VA MEDICAL CENTER
- SALT LAKE CITY VA MEDICAL CENTER



OPERATIONS OVERVIEW

COST & WORKLOAD

Admin: \$23.3m (+2.0m)
Medical: \$231.5m (+28.4m)
Collections: \$13.2m (-856k)
Facilities: \$21.1m (+209k)
Care in Community: \$68.9m (-4.3m)
VACAA: \$159k (-51k)
Choice: \$4.7k (-101k)
Rural Health: \$6.4m (+2.0m)
ITOS: \$1.4m (-89k)
Research: \$955k (+738k)
TOTAL: \$353.7m (+28.7m)

Operating Beds: **91**
Authorized Beds: **96**
Enrolled Veterans: **41,134**
Outpatient Visits: **471,041**
Hospital Admissions: **3,763**
Inpatient Days of Care: **23,043**
Community Care Program Referrals (TriWest & VA): **30,394**

FY21 COVID Costs

Medical: \$23m
Admin: \$849k
Facility: \$452k
Community Care: \$17.8m
TOTAL: \$42.1m

FY20 COVID Costs

Medical: \$9.2m
Admin: \$49k
Facility: \$130k
Community Care: \$14.4m
TOTAL: \$23.8m

OPERATIONS OVERVIEW

FMS SERVICE (CONSTRUCTION)

Project Cost	Total	Construction Designed or Waiting for Funding in FY21	
Construction Completed in FY21	\$2,432,000		\$2,069,000
Expand Server Room	\$1,120,000	Renovate Step Down Unit	\$337,000
Replace Bathrooms 1st Floor B.67	\$93,000	Remodel B.67 1st Floor for Clinic	\$97,000
Repaint Historic Buildings Phase 1	\$49,000	Expand Radiology	\$38,000
Create Parking Garage Top Exit Road	\$342,000	Remodel Medical Records	\$45,000
Expand Parking Lot 7 and 10	\$369,000	Construct Primary Care Building	\$1,482,000
Fire Damper Accessibility	\$306,000	Create Parking for Primary Care	\$70,000
Remodel SDU for temp 2MS	\$40,000		
Crosswalk Lights	\$25,000		
Replace Fire Protection Valves	\$88,000		
Construction in Progress in FY21	\$19,854,000		
Construct National Telehealth Hub	\$12,574,000		
Renovate Ward 2 Med/Surg	\$4,767,000		
Construct space for SPEC CT	\$101,000		
Replace Chillers 109	\$388,000		
Electronic Health Record Management Infrastructure	\$2,024,000		

**All dollar amounts are total construction and design costs to date

OPERATIONS OVERVIEW

SURGERY SERVICE

Total Cases:	2,008 (+298)
General	682 (+107)
Gyn	49 (+1)
Oral	7 (-4)
Ortho	550 (+65)
Podiatry	215 (+62)
Urology	434 (+69)
Vascular	69 (-4)

OPERATIONS OVERVIEW

PHARMACY SERVICE

Non-Formulary Consults: **5,672**

Non-Formulary Approvals: **89.2%**

Total RX Filled: **667,020**

Total cost savings/avoidance for local & national initiatives:

\$1,984,899

OPERATIONS OVERVIEW

HR / **STAFFING**

Total employees: 1,713

Students/Residents: 43

Full Time: 1,576

Part Time: 137

Gain: 507

Loss: 216

Turn Over Rate: 15%

Quits: 152

Retirements: 43

Terminations: 19

OPERATIONS OVERVIEW

TRAINING PROGRAMS

Health Professions Trainees: n=38
(VA paid) + 248 (WOC) + 66 (physicians on disbursement) = 352 total health professions trainees

Health Professions Programs: Audiology, CRNA, Clinical Nurse Leaders, Dietetics, Healthcare Mgmt, Laboratory, LPN, Medical Imaging, NP, Nursing, OT/OTA, Pharmacy, Phlebotomy, PT, PA, Physician (Internal Medicine, Family Medicine, Psychiatry), Psychology, Respiratory Therapy, Social Work, Speech Pathology, and Surgical Technician.

Medical Students: 95 rotated

Psychiatry Residency: 14

Internal Medicine: 34 in program during academic year

Chief Residents: 2

Chief Resident in Quality and Safety: 1

134 Affiliation agreements with over **70** institutions of higher learning.

*Education runs on an academic year.

Report includes July 1, 2020 thru June 30, 2021

*COVID impact – There were fewer trainees rotating at BVAMC secondary to health professions schools and universities pulling trainees from rotations as well as lower preceptor availability.

SPECIAL PROGRAMS OVERVIEW

VETERANS JUSTICE OUTREACH PROGRAM

Assisting Veterans in Veterans Treatment Courts in:
Ada County, Canyon County, and Twin Falls.

Referred **160** Veterans to the Idaho Military Legal Alliance.

Completed **2,198** legal clinic encounters to **419** individual veterans.

Veterans Justice Outreach continues to support Crisis Intervention Trainings in the community with Local Law Enforcement.

SPECIAL PROGRAMS OVERVIEW

HOMELESS VETERANS PROGRAMS

765	Uniques
4,516	Encounters
226	HUD VASH vouchers
77%	HUD VASH vouchers used
92%	Employed at program discharge
8.5%	Female
100%	Lease usage at Valor Pointe (veteran only project based housing site)

SPECIAL PROGRAMS OVERVIEW

WOMEN VETERANS PROGRAM

Unique Women Vets - **3,557**

29 - Designated Women's Healthcare Providers

89% of women veterans seen by Designated Women's
Healthcare Providers

625 - Screening Mammograms

127 - Female Diagnostic Mammograms

51 - Male Diagnostic Mammograms

340 - Pap Smears

48 - Deliveries

SPECIAL PROGRAMS OVERVIEW

VOLUNTARY SERVICE & CRISIS FUND PROGRAM

45,450 hours volunteered

131 Active Volunteers

\$52,259 in monetary donations

\$142,486 in item donations

Total Donations: **\$194,746**

Total Expenditure of Donated Funds: **\$41,133**

Total DAV Miles driven: **96,236**

Total Veterans Transported by DAV: **1,583**

Total Uber Rides: **112**

Cost of Uber Rides: **\$2,504**

Provided hundreds of pounds of food to our Veterans through our food pantry.

Supplemented Patient Advocate office to address patient concerns and needs.

Holiday Sponsorship program assisted Veterans/families in need for Thanksgiving and Christmas

Continue to play a critical role in transporting patients, particularly discharging patients who have no transportation but the hospital needs the bed available.

SPECIAL PROGRAMS OVERVIEW

SUICIDE PREVENTION PROGRAM

Unique Veterans Identified as 'High Risk' - **95**

Reported Suicide Attempts - **77**

Reported Suicide Completions - **22**

Veterans Connected thru the Veterans Crisis Line: **524**

Veterans currently on the REACH VET List: **144**

Outreach activities in the community conducted to promote
suicide prevention - **99**

Participants who attended Lethal Means Safety Training **45**

Cable gun locks distributed **4,000+**

OPERATIONS OVERVIEW

COVID19 **WORKLOAD**

COVID Tests:

Total Tests completed **21,596**

Total Tests for Veterans **16,029**

Total Tests for Non-Vet Employees **5,567**

Total Positives **1,374**

Total Veterans Positive **1,181**

Total non-Vet Employees Positive **193**

Symptomatic Tests **5,157**

Symptomatic Positives **968**

Percent of Positives that were symptomatic **70.5%**

COVID Vaccines:

Total Doses Given: **26,451**

VA Employees Vaccinated (at least one dose): **1,797**

Veterans/Caregivers/CHAMPVA Vaccinated (at least one dose): **10,709**